



**NAAC Sponsored
One Day National Seminar
ON**

**REVISED NAAC FRAMEWORK: OPPORTUNITIES
FOR EXCELLENCE IN HIGHER EDUCATION**

Friday, 4th January, 2019

Seminar Proceedings

Organized by

Internal Quality Assurance Cell (IQAC)

Renuka Shikshan Prasarak Mandal's

RENUKA COLLEGE

Accredited 'B' by NAAC

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Concept of the Seminar:

In view of NAAC process being mandatory for all higher educational institutes, this Seminar is providing a platform to all those institutions in 1st, 2nd or 3rd cycle of NAAC to discuss and deliberate issues related to Revised NAAC Framework in the rapidly changing global scenario. Everything is constant in the world except change. It is quite true in each and every field and Higher education is no exception to this. Therefore, keeping this view in mind the NAAC always strives to abreast with changes in higher education keeping in view the global scenario. Likewise, the NAAC has recently brought drastic changes in the process of Assessment and Accreditation in order to make it more transparent and effective involving all the stakeholders for bringing excellence in Higher Education. Therefore, various changes have been made in the process of Assessment and Accreditation and the preparation of AQAR in order to make them complement each other. It also provides a platform to the higher educational institutions to make new policy and strategies as per the revised guidelines of the NAAC so as to compete and come up to the global expectations. With the help of the National Conference, the academicians will deliberate and discuss the new amendments in the process of NAAC so as to develop work culture to bring quality enhancement, sustenance and improvement for the overall benefits of the various stakeholders. It will penetrate the concept of excellence at the national level.

Sub- Themes

- Revised NAAC Procedures and Processes.
- Development of Quality Culture in Higher Education.
- Institutionalization of IQAC.
- Qualitative & Quantitative Metrics.
- Students Satisfactory Survey for Overall Institutional Performance.
- Use of ICT, LMS & E-Learning Resources for Creative & Innovative Teaching Learning Process.
- Innovation Ecosystem and Incubation.
- Extension, Best Practices and Institutional Distinctiveness.
- Academic and Administrative Audit.
- Preparation of Annual Quality Assurance Report (AQAR) of HEI according to revised guidelines
- Post Accreditation Initiative for quality assessment, sustenance and enhancement.
- Human Values & Professional Ethics.

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FEEDBACK AND PARTICIPATION OF STAKEHOLDERS: BOOST FOR STRENGTHENING HIGHER EDUCATION

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Abstract: *Since our country has come on the track of rapid progress and development, the higher education has become the utmost importance. The central and the state government have given the responsibility to the NAAC to check the state and the quality of higher education. The UGC and the NAAC have asked the institutions to establish the IQAC Cell to control various activities towards the higher education. The UGC has also assisted to establish in every higher education institution. The IQAC in the college keeps an eye on the various activities under the vigilance of the principal which would take the institutions towards the goal of higher education. The IQAC can enhance the quality of higher education with the feedback and the participation of the various stakeholders. This research paper focuses on the feedback and the participation of the stakeholders and how do they assist for strengthening the higher education.*

Keywords: Educational Institutions, Feedback, Higher Education, IQAC, NAAC, Stakeholders, UGC.

Introduction: As we all know that NAAC is an autonomous institute established by the UGC in 1994. The main agenda of NAAC is to assess and accredit institutions of higher learning with all objective of helping them to work continuously to improve the quality of education. The purpose of NAAC is to make know the institutions to know the strengths, weaknesses, opportunities through an informed review. The institutions can identify the internal areas of planning and resource

Allocations. The NAAC also encourages taking the initiatives to institutions into innovative and modern methods of pedagogy. Thus the NAAC gives the institute a new sense of direction and identity and this reputed information reaches to the society that this institution has been giving the quality education.

The basic purpose of establishment of IQAC as post accreditation quality sustenance measure is to develop a system for conscious, consistent and catalytic action to improve the academic and administrative performance of the institution and to assure all the stakeholders about the quality and capacity building. The Internal Quality Assurance Cell (IQAC) has a

significant and meaningful contribution in the functioning of the institution. IQAC is meant for planning guiding and monitoring quality assurance and quality enhancement activities of the higher education institutions. The IQAC also channelize and systematize the efforts and measures of an institution towards academic excellence by virtue of quality enhancement measures chartered towards the optimum operational effectiveness.

Feedback from the Stakeholders for Strengthening Higher Education:

Since the accreditation by NAAC and the IQAC unit has become an integral part to every higher educational institute; such institutions must explore the ways to sustain the quality in the education which they are imparting to their students. The best way of it the feedback from the various stakeholders. The students and their parents, the alumni, people in management, the teachers in college and non-teaching staff are all the stakeholders. The most important aim and objective of the feedback system is to evaluate the overall performance of the higher educational institute from all the aspects which have a direct or indirect impact on the students, society and the other stakeholders. In order to understand the role and the use of the feedback system in designing of the strategies of the educational institute, it is important to know the expectations of the stakeholders. In the economics language; there should be supply according to the demands of people. Among the important stakeholders which we have mentioned above are students, parents, alumni and society. Now we will see the impact of their feedback over the system of higher education.

Students:

We all know that students are an integral part of every educational institution. not only this but also students are the greatest assets of the nation. When a student takes the admission in any educational institute; he/she has some expectations. It is also important to understand the expectations of the student to develop the strategy about the teaching-learning environment and the whole functioning of the institute it is the fact that the reputation of the institute depends not only on its teachers but also on its students; say alumni, existing or outgoing students. Undoubtedly the students are stakeholders who possess motivational factors. When students understand the value of education, it serves as an intrinsic motivation and when students receive a positive feedback in the form of laurels after the successful completion of their course, it serves as extrinsic motivation. In the same, the institute should mould itself according to the needs of the students. They must try to retain the quality of the course which it has been teaching to its students; that the students must survive in any competitive world.

Parents:

Every human being is full of expectations. as a student enters in any college with expectations; in the same his/her parents too have the expectations. The parents send their children to the colleges with expectations that their children will be able to stand on their feet and be self-sufficient and also contribute towards the welfare of the society and eventually of the nation. Parents who are the educational stakeholders contribute towards improving the quality of the higher education by providing the valuable feedback to the educational institutes about their expectations from educational institutes. This feedback, when scrutinized carefully, can serve as a guide in the governance of the institute, framing new syllabus as well as in improving the teaching-learning process. This target can be achieved by the educational institutions by regular interactions with the parents in parents-students-teacher's meetings and also with the interaction with the alumni and with few important members of the society; in fact, with the genuine stakeholders.

Alumni:

As we know that Alumni means the students who have taken education from a particular educational institutions and are pursuing either jobs or they have been businessmen who have good experiences and also have a desire to make changes in the functioning of the institutes from where they took education. Feedback from the alumni helps in designing of the new educational strategy that is in accordance with the need of the changing scenario. Alumni associations exist to support the parent organization's goals, and to strengthen the ties between alumni, the community and the parents' organization. Alumni are an institution's most loyal supporters. Alumni are fund raising prospects and are often in the position to engage the expertise of the institution in their professional lives. Many alumni provide a variety of benefits and services that help alumni maintain connections to their educational institutions and fellow graduates. Additionally, such groups often support new alumni and provide a forum to form new friendships and business relationships with similar background. Today alumni associations involve graduates of all age groups and demographics.

Society:

Society has many factors and the educational institutes are important factors of the society. And the good society is a strong representative of the country. Each society of each country expects its educational institutes to develop such capability in its students that will eventually enrich the society, not only economically but also culturally. That's why a feedback from the various sections of the society also helps in planning the teaching-learning

process and making it a positive experience for the stakeholders. The educational institutes should establish a feedback system by keeping in the mind, the expectations of the various stakeholders which will help them to redesign the strategy of the institute, teaching-learning process, the course curriculum and smooth functioning of the institutions which ultimately is of great help in the development of the country.

Advantages of the Feedback:

When any educational institutes get involved with the various stakeholders; students, parents, alumni and society, the transparency comes into their affairs. With the participation of these stakeholders the institute prospers and develops. With the regular feedback from the stakeholders an institute can draw the outline of the works which it has to perform throughout the year. An institute may also know the needs and demands of the students and the society. The feedback from the stakeholders has the following advantages.

- Feedback from students, parents and society help in quality assessment and quality improvement.
- The institute can have the innovative ideas from the stakeholders which would help the institute to develop and progress.
- The feedback would be helpful in early identification of any unwanted situation.
- While taking the feedback from the society and the student, the institute attains the confidence of the society, students and the other stakeholders also.
- The big decision regarding teaching and learning process would become easy with the help of the feedback.
- By taking the feedback from society, students and the other stakeholders, the institute can win the confidence of these stakeholders which is helpful to the institute.
- Students' feedback would help the institute to understand the genuine problems of the students and can solve them easily.
- The institute can even understand the social problem with the participation and feedback from the society.

When the educational institution makes the stakeholders to get involved in the process of education the responsibilities are distributed with the stakeholders and the innovative ideas come forward by all the stakeholders. Through parents and students, the teachers get to know the problems of the students and the teachers counsel such students by understanding their psychological problems. In this way they establish the environment of responsibility.

The problems of the parents and the students can be familiar with their regular meetings. There should be at least three or four meetings of the parents and teachers in each educational institute. If this happens, there would be a regular watch on their wards and the punctuality and regularity of the students would automatically increase. Even the parents can assess the progress of their wards. They can also suggest some remedies in order to make some remedies and improvements in the curriculum and in other amenities in the college premises.

It may not possible for each time to the parents to come in the institute and not even the alumni. For this the institution must have strong internet facility, so that the alumni and the parents may remain connected with the college's teachers and the stakeholders. Thus they can convey their demands and needs and can also impart their suggestions for the welfare of the institute. Thus we can see and even experience the institution's progress and development with the help of the feedback and the participation of the various stakeholders.

Conclusion:

The regular feedback from the important stakeholders which include students, teachers, parents, alumni and the experienced members from the society, will not only help in designing the academic strategy and achieving the prominent objectives of the higher educational institutes but also help in raising the standard and the quality of higher education. Among all the stakeholders, the teacher is the most important and he or she has to play the most important role. The teacher can be a mentor to students and to other teachers also, a counselor to offer advice to students, staff members or institutional advisory committee. The main objective of every educational institution is to impart the society with responsible, literate and dutiful citizens who can give their best and full efforts to the welfare of the society and to the nation as well. Such a vital responsibility the teacher can perform with the cooperation of all the stakeholders. The higher educational institute must ensure to fulfill the expectations of the students and their parents. Such a institute must endeavor to provide the quality education so that its students must stand with the straight neck in the cutthroat competitive world. The education institute must bring out the studious students, responsible, dutiful and patriotic citizen who will assist to the development of the society and the country also.

In this way the participation and the feedback from the stakeholders would definitely assist to enhance the quality of the higher education.

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